



DRB Systems, Inc.®

Computer Solutions for the Car Care Industry

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Product: Instant Card Clearing (.SW10220)

This document is valid for all SiteWatch systems using the Instant Card Clearing (ICC) module. This form is used to obtain signatures from site owners who chose not to use one or more of these high-risk features when they filled out the ICC questionnaire, but have now changed their minds and are asking Support to activate one of the features on the list. This updated form will replace the original form(s) that were signed concerning the same information.

Sign-Off Form for Signature and Local Approval:

- SiteWatch has features that, by default, are not enabled due to the possible risk of revenue loss or the user being assessed additional charges by the bank or credit card associations. However, these features are available to users willing to assume that additional risk.
- Please read each item below and select any features you wish to use. You must make a choice to either use or not use the options below. Please fill out the following information and sign and date below. Please return both pages of this form to DRB Systems, Inc.
- **Skill Level A: This document contains information that requires BASIC CUSTOMER SKILL. This document can be sent to anyone outside DRB Systems, Inc.**

Customer Information

Location Name: _____

Location Code: _____

Signature Receipts

Signature receipts for credit card purchases are typically printed for each credit card sale and are your best defense against customer charge backs. However, you have the option to not collect signatures for sales that are less than a specified amount. Although this can speed up the sale process, it leaves you fully liable for any disputed charges.

Please choose one:

- ALWAYS print a signature receipt.**
- Do not print a signature receipt for less than \$_____ per transaction.**

If you are accepting credit cards at an Xpress Pay Terminal (XPT), please be aware that there is no signature receipt printed at the XPT because there is no one there to collect them. Knowing this, if you decide to accept credit cards at the XPT, you are accepting liability for any disputed charges.

Please choose one:

- I have an Xpress Pay Terminal and wish to accept credit cards at this terminal.**

I do NOT have an Xpress Pay Terminal.

I have an Xpress Pay Terminal, but I will NOT be accepting credit cards at the XPT.

Local Approval Mode

When the Internet connection is not working, you would normally be required to call a toll-free number for voice approval on every credit card transaction. However, to speed up transaction time, you may set SiteWatch to not require a voice approval for sales less than a specified amount. Once the Internet connection has been re-established, these sales will be sent for approval through the network. Although this can speed up the sale process when the network is down, it leaves you fully at risk for any bad cards.

If an amount is specified for clearing cards without voice approval, a TOTAL amount of ALL of the sales that do not require voice approval must be set. This limit is established to reduce the possible loss of revenue that may occur when in local approval mode. If you are in local approval mode and your system crashes, you may lose all credit card revenue that has been locally approved (any that were processed by the credit card network outside of local approval would remain). Therefore, it is important for you to set a reasonable limit.

Please choose one:

Always require a voice authorization.

Do not require a voice authorization for less than \$_____ per transaction and limit the TOTAL of all locally approved sales to \$_____.

I understand that using any of the above SiteWatch features places my organization at risk of potentially losing revenue and being assessed additional charges by the banks and credit card associations with which I have previously made agreements. I fully accept that responsibility and risk.

[Name]

[Date]

Your signature and date at the bottom of this form authorizes a DRB Systems' Support staff member to enable or disable these specified features.

Document Information:

Document # 30091-0205

Last Updated: 01/09/08